

DFAS Travel Pay Services



29 August 2002

Mission Statement

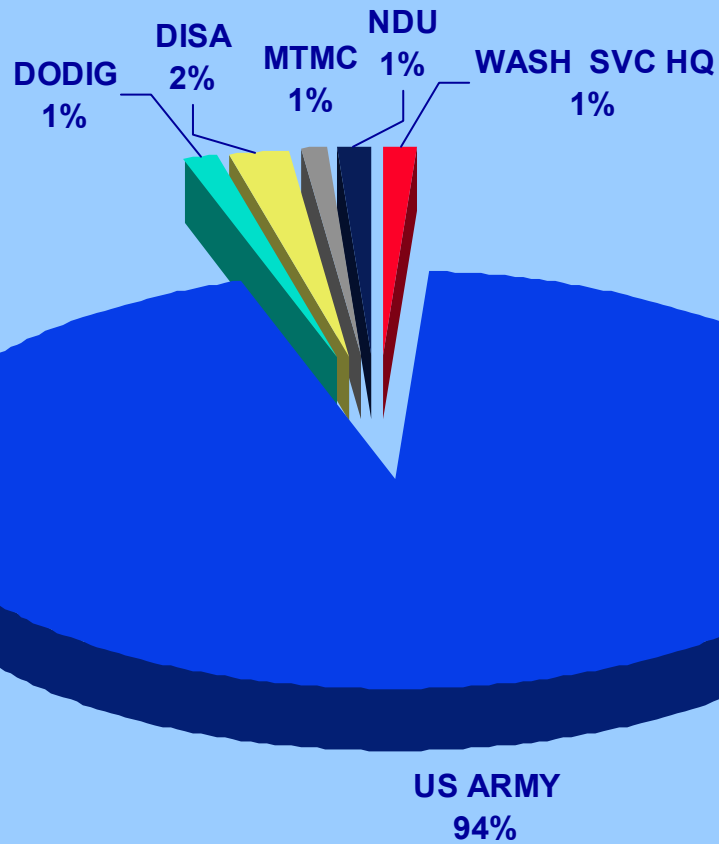
“Provide timely and accurate travel pay services to military and civilian members traveling in defense of the United States of America with 100% warranty.”

Voucher Submission

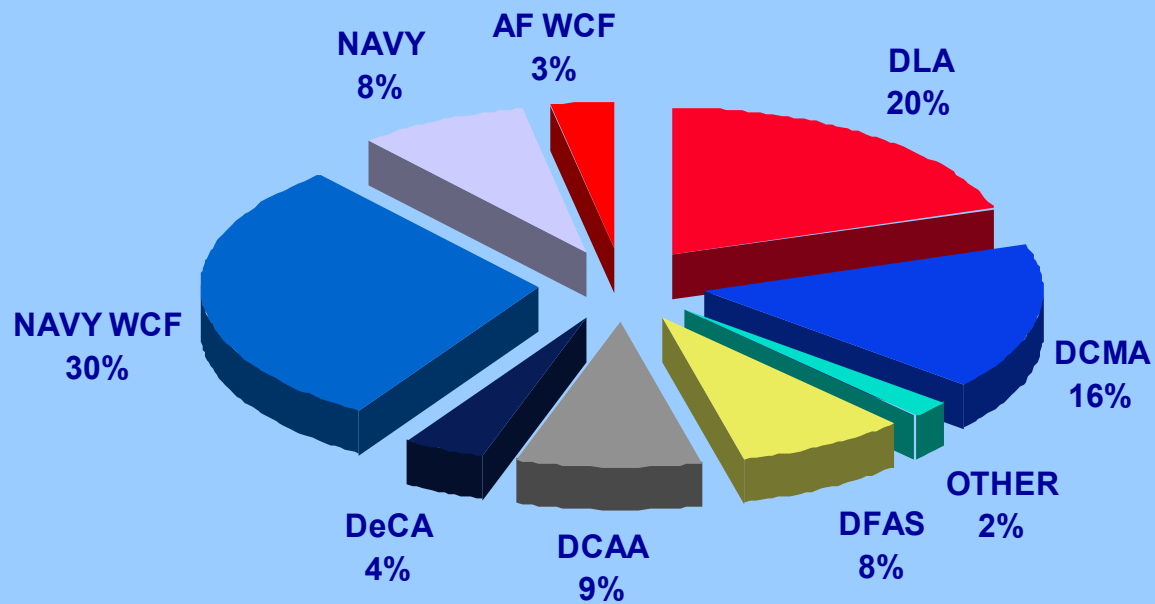
- Within 5 Working Days Upon Completion of Trip
- Traveler Checklist*
- Reviewer Checklist*
- Approving Official Checklist*

*See attachments

Indianapolis Customers



Columbus Customers



Voucher Submission

- Mail

- Fax

 - RightFax

 - Archived 30 days

- E-mail

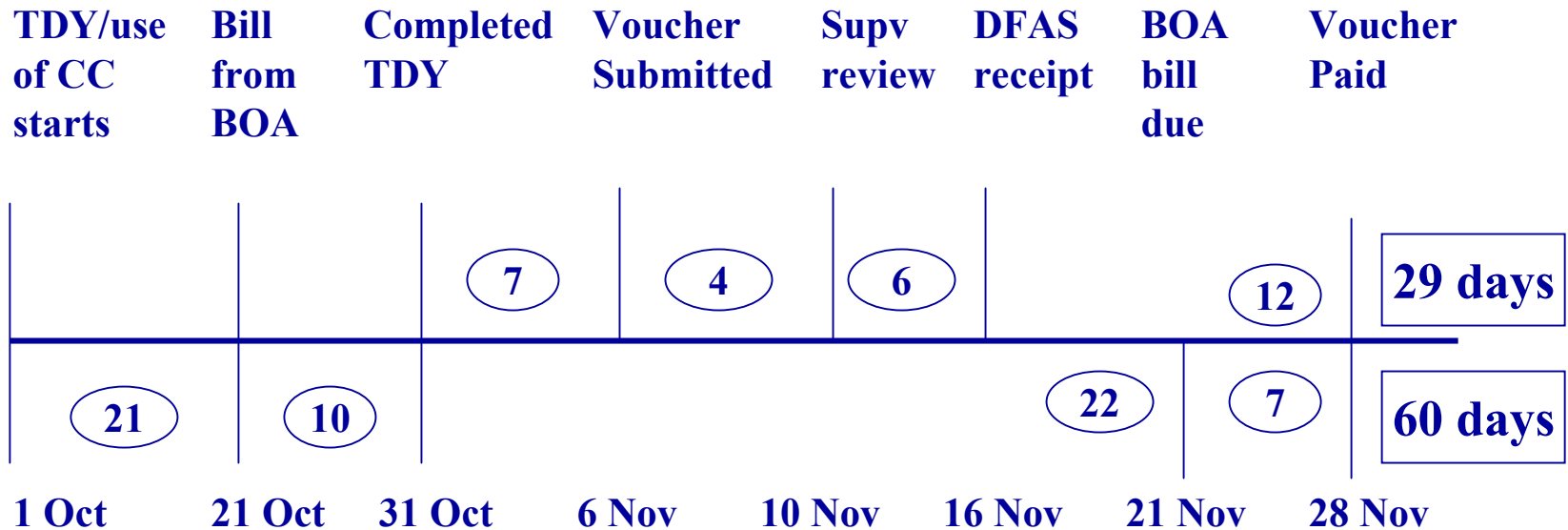
 - Attachment

 - *tif File

- <https://dfas4dod.dfas.mil/centers/>

Voucher Submission

TRAVEL VOUCHER - TRAVEL CARD CYCLE



Voucher Processing

- Control Teams

Date Stamped, Reviewed, Sorted, Batched

- Processing Teams

TDY, Partials/Accruals, Advances Civilian PCS,
Military PCS

- Pre-Pay Auditors

- Upload/Download Teams

- Post Pay Auditors

Major Payment Blockers

- No Claimant's Signature or Date
- No Supervisory/Reviewer's Signature
- No Orders Attached
- Duplicate Claim
- No Further Entitlements Payable

Customer Care

- Contact the Customer
 - Phone
 - E-mail
- Correct Within 24 Hours
- Partial Payment If Possible
- Supplemental Payment

Contract Performance

- Performance Measure Indicators
Accuracy and Timeliness
- 95% Accuracy
- Processed Within 7 Business Days
- Provide Customer Feedback on TAT

Advance Request

- Must Be Authorized In the Orders
- Approving Official Signed Memorandum
- Complete Advance TDY Checklist*
- Fax Advance TDY Checklist and Orders to Servicing Travel Office

*see attachments

Web Sites

- Receipt Notification and Payment Information Sent via E-mail to Customer
 - Army Knowledge On-Line
 - Smartdoc
- Advice of Payment On-Line
www.dfas.mil/emss/
- Payment Information Available On-Line
<https://portal.ssg.gunter.af.mil/tpq2/>

Customer Service

➤ Toll Free Customer Service Number at All TPS Sites

DFAS Columbus	800-756-4571
DFAS Indianapolis	888-332-7366
DFAS Lawton	800-891-1292
DFAS Orlando	800-950-9784
DFAS Rock Island	888-332-7742
DFAS Rome	800-447-1150
DFAS San Antonio	866-296-1166
DFAS St. Louis	877-303-4337
Defense Agency Travel Div	877-952-9392

Customer Service

- E-mail Customer Service Inquiry
- Web Sites At All TPS Sites
Future - One Web Site For Entire
Product Line

<https://dfas4dod.dfas.mil/centers/>

Helpful Websites

1351-2 fillable adobe acrobat

<http://web1.whs.osd.mil/ICDHOME/DD1000-.htm> (all dod forms)

City Pair (Airfare Rates) <http://pub.fss.gsa.gov/citypairs>

Per Diem rates: <http://www.policyworks.gov>

Travel Regulations: <http://www.dtic.mil/perdiem>

DTOD: <http://dtod-mtmc.belvoir.army.mil>

**<https://infoweb.dfas.mil/indianapolis/library/imp.htm>
Policy Messages**

Questions



Attachments

- Traveler Checklist
- Reviewer Checklist
- Approving Official Checklist
- Advance TDY Checklist

TRAVELER'S CHECKLIST FOR TEMPORARY DUTY TRAVEL SETTLEMENT VOUCHERS

User: All military and civilian travelers submitting claims for **TEMPORARY DUTY**. TDY claims are to be completed within 5 days upon completion of travel.

Purpose: This checklist should be used by the travelers to ensure their travel claims are proper, complete, and complies with the intent of the order before submitting them to the reviewing/approving official for signature.

1. ___ The Travel Voucher (DD Form 1351-2 Mar 2000) must be prepared in ink, typewriter, or computer generated.
2. ___ Your original signature must be in block 20a, and dated in block 20b on the travel voucher.
3. ___ All information in blocks 1-11 of the travel voucher must be completed. Duty phone number and an e-mail address should be provided. Does the administrative data i.e. name, ssn # on the travel voucher agree with the orders? If not, make administrative corrections and initial.
4. ___ Are advances and/or accrued per diem payments listed in block 10? You must annotate "NONE" in block 10 if there were no advances or partial payments. Do not indicate ATM cash withdrawals in block 10.
5. ___ The itinerary in block 15a must be completed using dates and not times, modes of travel, and reason for stops. Please refer to the reverse page of the DD1351-2 for correct "modes of travel" and "reason for stop" codes.
6. ___ Is block 16 (POC Travel) checked if mileage is claimed? Examples of POC mileage is within and around the TDY site, to and from the airport, and to and from the TDY site. In/around POC mileage must be approved/authorized. In/around mileage must be claimed and the total mileage driven each day listed. This travel should be included on the TDY claim or as an attachment.
7. ___ Block 17 must be completed indicating the duration of TDY period.
8. ___ Did you claim all of your authorized Reimbursable Expenses in block 18? Mission related expenses (e.g. batteries/film) are not reimbursable travel expenses. These type expenses should be submitted through Vendor Pay.
9. ___ Were rental car expenses claimed? If so, was the rental car obtained through proper channels (government contracted office, e.g., Carlson or SATO)? Rental Car receipts are required regardless of dollar amount IAW DFAS-IN 37-1-100102(3). Pre-calculation receipts are not acceptable. Include a copy of your government contracted travel office (SATO/Carlson) itinerary.
10. ___ Are control numbers of non-availability of government quarters in the remarks block of the orders? If not, and obtained after the fact, you must have the Approving Official's signature authorizing commercial lodging or an amended order issued. (Military Members Only)
11. ___ Is lodging claimed and supported by original paid receipts (regardless of amount) or a justification statement attached explaining why receipts are not available? Receipts must show a zero balance.
12. ___ Are reimbursable expenses of \$75.00 or more claimed on the travel voucher and supported by an original paid receipt or justification statement explaining why receipts are not attached?
13. ___ Is a conference or registration fee claimed? If so, did you state the number of meals provided at no cost in block 19 of the DD1351-2. If none, please state.
14. ___ Exchange rate when foreign currency is involved must be indicated on the travel voucher. The traveler must include the expense in both foreign currency and U.S. dollars.
15. ___ Was leave taken in conjunction with the TDY? If so, was it annotated in the itinerary and in block 29, Remarks Section?
16. ___ For military members: a copy of your leave form must be attached when leave was taken in conjunction with the TDY.
17. ___ Are there specific items not in the original order that require an amended order or the authorization and signature of the Approving Official? If yes, are the items properly claimed and necessary receipts attached?
18. ___ Are the required orders, receipts, statements, justifications, etc., attached to the travel claim and is the claim reasonable and consistent with the mission?
19. ___ You must forward your completed travel voucher and supporting documentation to your supervisor/reviewing official.

REVIEWER CHECKLIST FOR TEMPORARY DUTY TRAVEL SETTLEMENT VOUCHERS

Requirement. Review and signature is required for all Military and Civilian Travel Settlement Vouchers, as well as Non-DOD individuals traveling on Invitational Travel Orders. This applies to TDY vouchers for all travelers serviced by the DFAS Network.

User. Commanders/supervisors (or designated reviewers when the commander/supervisor is unavailable) of military and civilian personnel. For Invitational Travel Orders, the person inviting the traveler will review the claim. For IRR/IMA soldiers, the supervisor/commander at the site where the duty is performed will review the claim.

Purpose. This checklist pertains to the March 2000 version of the DD 1351-2 and should be completed by the users above to ensure Travel Settlement Voucher claims are proper, complete, and in compliance with the intent of the order. The reviewer's signature does not constitute approval of items requiring approval by specific statutes or regulations, e.g., long distance calls, and excess baggage.

1. ☐ Is the Travel Voucher Claim (DD Form 1351-2) an original, not a copy? The claim must be prepared in ink, typewriter, or computer generated.
2. ☐ Is the traveler's signature on the Travel Voucher (block 20a) an original signature?
3. ☐ Does the administrative data i.e. ssn#, name on the Travel Voucher agree with the orders? If not, have the traveler make the necessary changes and initial.
4. ☐ Are advances and/or accrued per diem payments listed in block 10? The traveler annotates "NONE" in block 10 if there were no advances or partial payments.
5. ☐ Is block 16 (POC Travel) checked by the traveler if mileage is claimed? Privately Owned Conveyance (POC) mileage should be reasonable according to the mission. Examples of POC mileage are, mileage within and around the TDY site, to and return from the airport, and to and from TDY site.
6. ☐ Are the reimbursable expenses claimed and authorized? Mission related expenses (e.g. batteries/film) are not reimbursable travel expenses. These type expenses should be submitted through Vendor Pay.
7. ☐ Were rental car expenses claimed? If so, was the rental car obtained through proper channels (government contracted travel office Carlson or SATO)? Rental car size and fuel expenses claimed should be conducive to the mission. Unless an upgrade is authorized, a compact rental car is the standard. Receipts are required regardless of dollar amount IAW DFAS-IN 37-1- 100102 (3).
8. ☐ Are control numbers of non-availability of government quarters in the remarks block of the orders? If not, the Travel Approving Official must authorize commercial lodging by signing in block 21a or an amended order issued. (Military Members Only)
9. ☐ Is lodging claimed and supported by original paid receipts (regardless of amount) or a justification statement attached explaining why receipts are not available? Receipt must show a zero balance.
10. ☐ Are expenses of \$75.00 or more claimed on the travel voucher and supported by an original receipt or justification statement explaining why receipts are not attached. Pre-calculation rental car receipts are not acceptable.
11. ☐ Did the traveler list the exchange rate, when foreign currency is involved? The traveler must include the expense in both foreign currency and U.S. dollars.
12. ☐ Was leave taken in conjunction with the TDY? If so, was it annotated in the itinerary and in block 29, Remarks Section?
13. ☐ Is a copy of the military leave form for military members attached when leave was taken in conjunction with the TDY?
14. ☐ Was any deviation from the travel orders in the government's best interest?
15. ☐ Are there specific items not in the original order that require an amended order or the authorization and signature of the Approving Official? If yes, are the items properly claimed and necessary receipts attached?
16. ☐ Are the required orders, receipts, statements, justifications, etc., attached to the travel claim and is the claim reasonable and consistent with the mission?
17. ☐ As the commander/reviewer, did you sign in block 20c and date block 20d (March 2000 form)? If the 1991 or 97 version was used, did you sign and date above your printed name in the upper right corner of the travel claim?
18. ☐ Do not return the voucher to traveler. Forward completed claims to your servicing DFAS Travel Office.

APPROVING OFFICIAL CHECKLIST FOR TEMPORARY DUTY TRAVEL SETTLEMENT VOUCHERS

User: Approving Official (AO) is an individual appointed in writing and responsible for authorizing travel and approving travel claims by determining the necessity of trips and funds availability and approving travel claims for validity after completion of travel.

Purpose: This checklist should be used by the AO for after-the-fact approval of entitlements not listed on the original orders for military and civilian TDY travel.

BEFORE APPROVING ANY AFTER-THE-FACT TDY ENTITLEMENTS, YOU MUST VERIFY THAT THE ENTITLEMENT IS SUBJECT TO AFTER THE FACT APPROVAL, THEN VERIFY YOUR COMMAND'S POLICIES REGARDING MONETARY LIMITATIONS FOR APPROVING AFTER THE FACT ENTITLEMENTS. LAW DFAS-IN 37-1, ORIGINAL VOUCHERS FAXED OR E-MAILED (SCANNED) WILL BE KEPT BY THE APPROVING OFFICIAL FOR 2 YEARS, THEN SENT TO A NATIONAL ARCHIVES AND RECORDS ADMINISTRATION STORAGE FACILITY FOR THE REMAINDER OF THE REQUIRED RETENTION PERIOD.

1. ___ Were rental car expenses claimed? If so, was the rental car obtained through proper channels (Government contracted office, e.g., Carlson or SATO? Rental car size used and fuel expenses claimed should be conducive to the mission. The original paid receipt must be attached (pre-calculation rental car receipts are not acceptable).
2. ___ Are control numbers of non-availability of government quarters in the remarks block of the orders? If not, and obtained after the fact, the Approving Official must approve commercial lodging by signing in block 21a or an amended order issued. (Military Members Only)
3. ___ Was POV in/around mileage claimed? If so, did the traveler check block 16, claim the total mileage driven each day or attach a mileage log in accordance with DOD FMR Vol. 9 040804.
4. ___ Was in/around taxicabs claimed and authorized in the orders? If yes, amounts \$75.00 or more must be claimed and supported by a receipt or a statement for lost/missing receipt.
5. ___ Was Excess Baggage claimed and authorized in the orders? If yes, amounts \$75.00 or more must be claimed and supported by a receipt or a statement for lost/missing receipt.
6. ___ Were conference or registration fees claimed? If so, amounts \$75.00 or more must be claimed and supported by a receipt or a statement for lost/missing receipt. All meals included in the cost must be claimed in block 19 of the DD1351-2.
7. ___ Is commercial airfare claimed? If so, the amount must be claimed and supported by the airline ticket, paid receipt, or a statement for lost/missing receipt.
8. ___ Was any variation from the travel orders reflected in the itinerary of the travel voucher?
If so, were these changes due to travel to places omitted in the orders or to additional places not shown in the orders?
9. ___ If the after-the-fact travel expense is not listed above, please contact your servicing DFAS Network Travel Office for guidance as to whether or not the entitlement exists in accordance with Joint Federal Travel Regulation or Joint Travel Regulation.

TDY TRAVEL ADVANCE CHECKLIST

Instructions: Please complete all personal data and mark the appropriate blocks. Before an advance can be paid, your orders must read: Travel advance is authorized and traveler does not have a government charge card. If this statement is not in the orders, you must attach a signed statement from the order approving official that the traveler does not have a Government sponsored charge card. (DFAS-IN Regulation 37-1, paragraph 100602). Submit this request, one copy of your orders, any amendments, and the signed memo (if applicable) to your servicing DFAS Travel Office. If you are traveling on *Invitational Travel Orders*, you are authorized a travel advance. The amount of the advance must be approved by the orders approving official and included on the invitational order. The advance will be limited to the authorized amount. IAW DOD FMR Vol. 9, Chapter 5 par 0504, personnel who are not eligible for a government travel card may obtain travel advances only via EFT.

PLEASE PRINT

NAME: _____ GRADE/RANK: _____ SSN# _____

DAYTIME NUMBER (____) _____ FAX NUMBER _____ E-MAIL _____

MAILING ADDRESS _____ CITY _____ STATE _____ ZIP CODE _____

SUPERVISOR/UA'S NAME _____ PHONE NUMBER (____) _____

1. Are you going TDY to a Lodging Success Program (LSP) area? If so, did you call the LSP number 1-800-GOARMY1? If a room was not available, enter your LSP non-availability control number # _____. NOTE: for Army personnel only.
2. If TDY is not to a LSP location, contact your servicing commercial travel office (CTO) for lodging arrangements.
3. What will you be paying for lodging per night (not including taxes)? \$ _____. How many nights will you require lodging? _____. Will you have multiple TDY points? If yes, how many nights will you stay at each area? List the TDY points and the nightly cost of lodging at each TDY point. _____
4. Are you going TDY to a military installation? If yes and a room is not available through the billeting office, enter your non-availability control number _____.
5. Will meals be provided for you at no cost? YES ____ NO _____. Will you be required to pay the surcharge rate for meals at a government dining facility? YES ____ NO ____.
6. Is a rental car authorized on your orders? YES ____ NO ____ DAILY RATE: \$ _____. You are required to make the arrangements through a government travel office (CTO).
7. Will you be driving your privately owned vehicle (POV) to the TDY point? YES ____ NO _____. If yes, you may be limited to the cost of round-trip airfare with constructed cab fare unless the orders authorize "POV as more advantageous".
8. Will you be required to pay for a registration/conference fee? If so, how much? \$ _____. Will any meals be included in the cost of the registration/conference fee? If yes, how many? _____.
9. Will you be taking leave before, during or after your TDY? If yes, what dates will you be on leave? _____.

ADDITIONAL COMMENTS:

DIRECT DEPOSIT IS THE MANDATORY METHOD OF PAYMENT FOR ADVANCES

EFT INFORMATION: (print clearly)

ENTER YOUR 9 DIGIT BANK ROUTING NUMBER _____

ENTER YOUR CHECKING OR SAVINGS ACCOUNT NUMBER _____

SELECT ONE: _____ SAVINGS ACCOUNT _____ CHECKING ACCOUNT

SIGNATURE AND DATE OF REQUEST

PRIVACY ACT STATEMENT: AUTHORITY: 5 USC 5701, 37 USC 404-427, and EO 9397. PRINCIPAL PURPOSE(S): Used for reviewing, and determining the amount of an authorized travel advance. SSN is used to maintain a numerical identification system for individual requests. ROUTINE USE: To substantiate a request for advance payment for official travel. DISCLOSURE: Voluntary, however, failure to furnish information requested may result in total or partial denial of amount claimed.